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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: G. GAUTHIER Sr. Paralegal – Intellectual Property
Group Art Unit: 2645

Fax: 703-872--9306

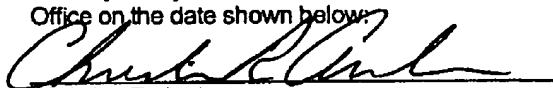
Pages
with 4
Cover:**FORMAL SUBMISSION OF:**

- 1) Request for Continued Examination (RCE) Transmittal; and
- 2) Petition for One Month Extension of Time; and

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM
Serial No. 10/090.546
Filing Date: March 4, 2002
First Named Inventor: Katherine GODFREY
Atty. No. 01-4004D

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: June 17, 2004

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U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D

OFFICIAL

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Gauthier, Gerald
KATHERINE GODFREY ET AL.)	
	:	Group Art Unit: 2645
Application No.: 10/090,546)	
	:	Customer No.: 32127
Filed: March 4, 2002)	
	:	
For: APPARATUS AND METHOD)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN)	
CALLS HANDLED BY AN)	
AUTOMATED RESPONSE)	
SYSTEM	:	

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PETITION UNDER 37 C.F.R. § 1.136(a)

Sir:

07/28/2004 VTOWLER 00000002 072347 10090546
Applicants petition the Commissioner for Patents to extend the time for
02 FC:1251 110.00 DA
response to the Office Action dated February 17, 2004 for one month from May 17, 2004
to June 17, 2004


07/28/2004 VTOWLER 00000002 072347 10090546
Submitted herewith is a check for \$ 110.00 to cover the fee for the
Sale Ref: 00000002 DA#: 072347 10090546
01 FC:1801 770.00 DA
02 FC:1251 110.00 DA
extension under 37 C.F.R. § 1.17. Any deficiency in or overpayment of this fee should be

- 1 -

U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D

charged or credited to Deposit Account No. 07-2347. A duplicate copy of this petition is enclosed.

Respectfully submitted,


Joel Wall
Reg. No. 25,648

Date: June 17, 2004

c/o Christian R. Andersen
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